



## King County Regional Support Network Mental Health Plan 2009 Fourth Quarter Report Card

### Summary

King County Regional Support Network (KCRSN) served 40,033 clients in 2009 representing a 12% increase over 2008 and 2007. This is the fourth quarter to represent additional clients served due to funding from the Mental Illness and Drug Dependency Action Plan (MIDD) (see page 1).

Ongoing outpatient services were provided to 30,874 individuals. The number of outpatients of all ages rose compared with 2008 and 2007, in part due to increases in non-Medicaid outpatients, which have risen from 3% to 9% of outpatients since 2007. Average service hours per outpatient are similar to the two prior years with the exception of a slight overall increase in 3b-Exceptional Care services since 2008 (see page 2).

Our program focus this quarter is MIDD-funded Wraparound which is a team-based approach to planning and coordinating services and supports for multi-system youth and their families. (see page 4).

Crisis stabilization services for all age groups have reached more individuals over the last two years. Community voluntary and involuntary hospitalizations have decreased for children, while adult figures have remained steady. Western State Hospital (WSH) admissions have risen substantially compared with the past two years, due to increased WSH bed availability from a lower overall census and increased bed allocation. However, aggressive diversion and discharge planning activities by the county and contracted liaisons has meant that average monthly discharges have consistently exceeded admissions beginning in Q3 2009. (see page 5).

About 1/3 of homeless outpatients found housing, a rate that has remained steady over the last two years. The rate of outpatient unemployed adults who obtained employment in 2009 was similar to the rate in 2008, but slightly lower than the rate in 2007. The rates of both outpatient adults and juveniles who decreased incarcerations have shown small but steady increases over the last two years (see pages 6-7).

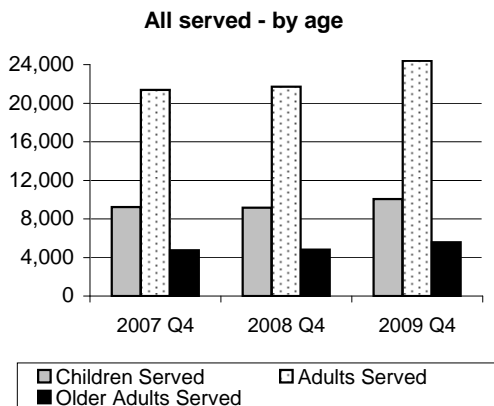
Results from the 2009 statewide consumer satisfaction survey show that King County RSN's satisfaction ratings have improving slightly over the last four years for adults and have declined slightly for children/families over the last year after a small but steady rise over the three prior administrations (see page 9). King County RSN's satisfaction ratings are at or slightly above overall state averages.

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# King County Regional Support Network

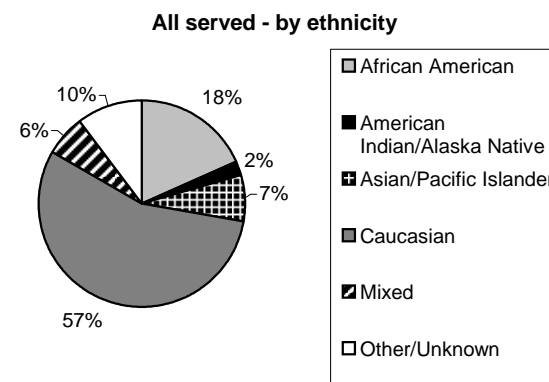
## 2009 Mental Health Plan Fourth Quarter Report Card

### All Services



King County RSN served 40,033 unduplicated clients in calendar year 2009, representing a notable **12% increase over 2008** (and 2007). A similar increase is also shown within the monthly average caseload figures. The increase was proportionately greater for clients without Medicaid, but there was also some increase in clients with Medicaid. This is the fourth quarter to show such increases, which corresponds to implementation of the MIDD sales tax funds.

KCRSN served 44% ethnic minority clients in second quarter of 2009, 3% higher than in 2007.



Client Description	Unduplicated people year to date <sup>1</sup>						Average people per month <sup>2</sup>					
	2007 Q4		2008 Q4		2009 Q4		2007 Q4		2008 Q4		2009 Q4	
Children Served	9,212	26%	9,172	26%	10,050	25%	5,460	25%	5,504	24%	6,093	24%
Adults Served	21,382	60%	21,722	61%	24,405	61%	13,277	60%	13,644	60%	15,584	61%
Older Adults Served	4,755	13%	4,811	13%	5,578	14%	3,403	15%	3,459	15%	3,932	15%
<b>Total Served</b>	<b>35,349</b>	<b>100%</b>	<b>35,705</b>	<b>100%</b>	<b>40,033</b>	<b>100%</b>	<b>22,140</b>	<b>100%</b>	<b>22,606</b>	<b>100%</b>	<b>25,609</b>	<b>100%</b>
African American	6,082	17%	6,355	18%	7,321	18%	3,767	17%	3,977	18%	4,701	18%
American Indian/Alaska Native	822	2%	836	2%	885	2%	477	2%	498	2%	549	2%
Asian/Pacific Islander	2,512	7%	2,574	7%	2,880	7%	1,772	8%	1,807	8%	2,065	8%
Caucasian	20,730	59%	20,421	57%	22,269	56%	12,971	59%	12,980	57%	14,233	56%
Mixed	2,077	6%	2,172	6%	2,517	6%	1,347	6%	1,449	6%	1,711	7%
Other/Unknown	3,126	9%	3,347	9%	4,161	10%	1,806	8%	1,896	8%	2,351	9%
<b>Total Served</b>	<b>35,349</b>	<b>100%</b>	<b>35,705</b>	<b>100%</b>	<b>40,033</b>	<b>100%</b>	<b>22,140</b>	<b>100%</b>	<b>22,606</b>	<b>100%</b>	<b>25,609</b>	<b>100%</b>
Hispanic	3,415	10%	3,630	10%	4,345	11%	2,084	9%	2,253	10%	2,785	11%
Medicaid Served	27,737	78%	27,244	76%	29,230	73%	19,505	88%	19,612	87%	21,098	82%
Non-Medicaid Served	7,612	22%	8,461	24%	10,803	27%	2,635	12%	2,994	13%	4,512	18%
<b>Total Served</b>	<b>35,349</b>	<b>100%</b>	<b>35,705</b>	<b>100%</b>	<b>40,033</b>	<b>100%</b>	<b>22,140</b>	<b>100%</b>	<b>22,606</b>	<b>100%</b>	<b>25,609</b>	<b>100%</b>

<sup>1</sup>Unduplicated people year to date = # of people who have received one or more mental health services during the year through the end of the report period

<sup>2</sup>Average people per month = the sum of unduplicated people from each month in the report period divided by the number of months

**King County Regional Support Network**  
**2009 Mental Health Plan Fourth Quarter Report Card**  
**Outpatient Benefits**

Unduplicated people year to date <sup>1</sup>							Average people per month <sup>2</sup>						Avg mo. hrs/person <sup>3</sup>		
2007 Q4			2008 Q4		2009 Q4		2007 Q4		2008 Q4		2009 Q4		2007 Q4	2008 Q4	2009 Q4
CHILDREN															
2 - Stability <sup>4</sup>	1,472	17%	1,112	13%	1,006	11%	946	17%	760	14%	671	11%	1.4	1.4	1.5
3a - Rehabilitation	6,312	74%	6,514	78%	7,519	82%	4,083	74%	4,329	77%	5,088	81%	2.0	1.9	2.0
3b - Exceptional Care	729	9%	702	8%	658	7%	512	9%	520	9%	519	8%	5.1	5.1	5.7
Total	8,513	100%	8,328	100%	9,183	100%	5,541	100%	5,608	100%	6,279	100%	2.2	2.2	2.3
ADULTS															
2 - Stability	1,500	10%	1,289	9%	1,373	8%	1,191	11%	1,062	9%	1,087	8%	1.5	1.6	1.7
3a - Rehabilitation	13,285	87%	13,262	88%	15,360	89%	9,689	86%	9,869	87%	11,451	89%	3.2	3.3	3.3
3b - Exceptional Care	408	3%	444	3%	467	3%	335	3%	350	3%	377	3%	12.7	11.6	11.5
Total	15,193	100%	14,995	100%	17,200	100%	11,216	100%	11,281	100%	12,916	100%	3.3	3.4	3.4
OLDER ADULTS															
2 - Stability	604	15%	561	14%	729	16%	459	15%	441	14%	509	15%	1.7	0.8	0.8
3a - Rehabilitation	3,399	84%	3,468	85%	3,726	83%	2,532	84%	2,609	85%	2,907	84%	4.9	2.4	2.5
3b - Exceptional Care	37	1%	38	1%	36	1%	26	1%	28	1%	33	1%	21.2	9.9	11.4
Total	4,040	100%	4,067	100%	4,491	100%	3,018	100%	3,078	100%	3,449	100%	4.4	2.2	2.3
ALL CLIENTS															
2 - Stability	3,576	13%	2,962	11%	3,108	10%	2,596	13%	2,262	11%	2,268	10%	1.5	1.4	1.4
3a - Rehabilitation	22,996	83%	23,244	85%	26,605	86%	16,305	82%	16,807	84%	19,447	86%	3.0	2.8	2.8
3b - Exceptional Care	1,174	4%	1,184	4%	1,161	4%	873	4%	898	4%	929	4%	8.3	7.8	8.3
Total	27,746	100%	27,390	100%	30,874	100%	19,774	100%	19,967	100%	22,644	100%	3.1	2.9	2.9
Medicaid	26,933	97%	26,131	95%	28,007	91%	18,584	94%	18,590	93%	20,013	88%			
Non-Medicaid	813	3%	1,259	5%	2,867	9%	1,190	6%	1,377	7%	2,631	12%			
Total outpatient	27,746	100%	27,390	100%	30,874	100%	19,774	100%	19,967	100%	22,644	100%			

Outpatients of all ages increased (10-15%) over the 2009 year compared with 2008, in part attributable to a large increase in the number of non-Medicaid outpatients which now represent 9% of outpatients compared with 3% in recent years.

Service hours per person are similar to the two prior years with the exception of a slight overall increase within the 3b-Exceptional Care level in the last year.

<sup>1</sup>Unduplicated people year to date = people with an open benefit during the report period - each is counted only once even if there were two benefits.

<sup>2</sup>Average people per month = the sum of unduplicated people from each month in the report divided by the number of months

<sup>3</sup>Avg mo. hrs/person = the sum of service hours divided by the sum of person days of open benefits times the monthly average number of days for the months included in the report period.

<sup>4</sup> Outpatients were served within 3 levels of care:

**Stability** - services to establish, improve or stabilize level of functioning for individuals who require at least occasional supervision

**Rehabilitation** - active interventions to stabilize or improve level of functioning or prevent deterioration

**Exceptional care** - consistent intensive services for individuals with the most severe impairment - to stabilize in the community and improve functioning

# King County Regional Support Network

## 2009 Mental Health Plan Fourth Quarter Report Card

### Outpatient Benefits (continued)

A substantial proportion of outpatients have complex problems including homelessness and co-occurring substance use or disabilities. The rates of clients with these problems have remained largely steady since 2007. Sound Mental Health continues to serve the largest number of outpatients.

Outpatient Client Characteristics*	Unduplicated people year to date <sup>1</sup>						Average people per month <sup>2</sup>					
	2007 Q4 (n=27,746)		2008 Q4 (n=27,390)		2009 Q4 (n=30,874)		2007 Q4 (n=19,774)		2008 Q4 (n=19,967)		2009 Q4 (n=22,644)	
Co-occurring substance abuse or dependence <sup>3</sup>	5,703	21%	5,715	21%	6,749	22%	3,852	19%	3,988	20%	4,696	21%
Deaf/Hard of Hearing	559	2%	521	2%	596	2%	408	2%	394	2%	439	2%
Disabilities (e.g. physical, developmental, neurological)	7,288	26%	7,277	27%	7,842	25%	5,522	28%	5,670	28%	6,101	27%
Homebound Medically Compromised	1,349	5%	1,252	5%	1,230	4%	996	5%	933	5%	926	4%
Homeless	1,627	6%	1,692	6%	2,113	7%	1,084	5%	1,132	6%	1,434	6%
Interpreter needed	3,035	11%	3,076	11%	3,533	11%	2,336	12%	2,364	12%	2,713	12%
Sexual Minority (self-reported)	1,392	5%	1,367	5%	1,578	5%	993	5%	1,009	5%	1,165	5%

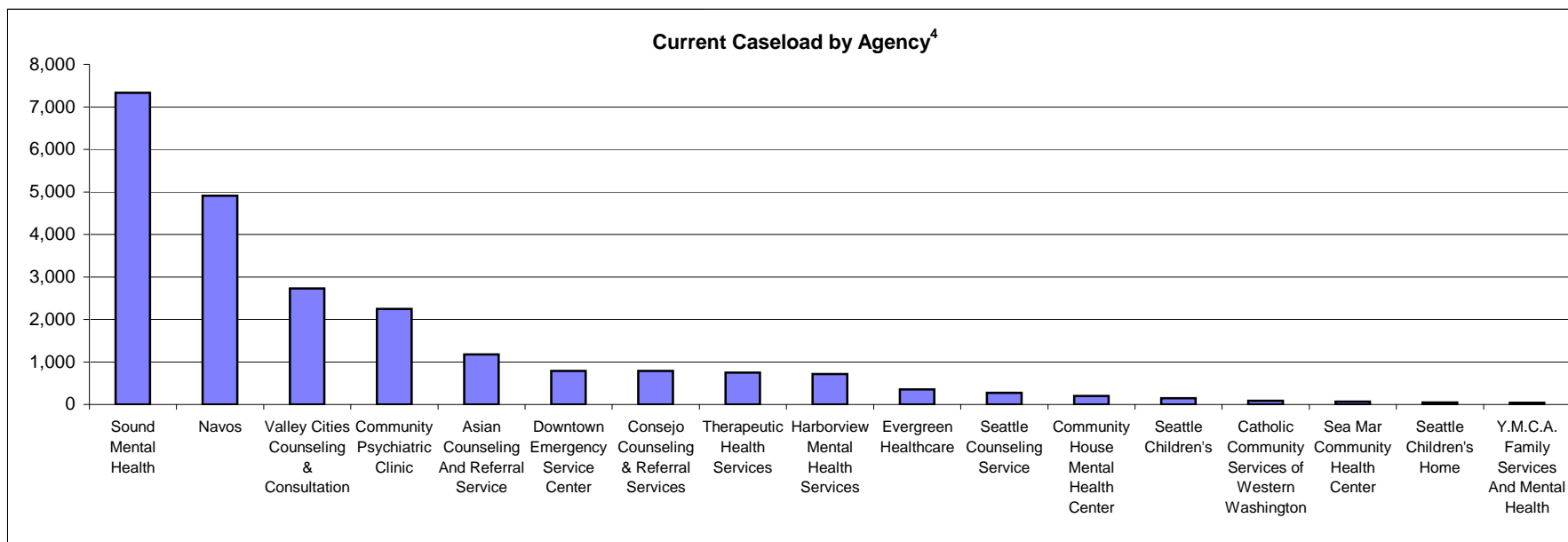
\* NOTE: A person may be counted for more than one "Characteristic" above.

<sup>1</sup>Unduplicated people year to date = people with an open benefit during the report period - each is counted only once even if there were two benefits.

<sup>2</sup>Average people per month = the sum of unduplicated people from each month in the report divided by the number of months

<sup>3</sup> "Substance abuse or dependence" indicates either that the client reported substance abuse or dependence or the client denied it, but the clinician has reason to believe it is an issue.

Abuse or dependence that is reported as "In remission for at least one year" is not counted.



<sup>4</sup>Navos - formerly Highline-West Seattle Mental Health; Sound Mental Health - formerly Seattle Mental Health; Seattle Children's - formerly Children's Hospital and Regional Medical Center

# King County Regional Support Network

## 2009 Mental Health Plan Fourth Quarter Report Card

### Specialized Services



**Program focus** - Wraparound is a team-based approach to planning and coordinating services and supports for multi-system involved youth (up to age 21) and their families. Contracts were awarded for five Wraparound Delivery Teams, however only partial teams have been implemented due to supplantation. The five WDTs are provided by Community Psychiatric Clinic, Valley Cities Counseling and Consultation, Center for Human Services, Therapeutic Health Services and Sound Mental Health. After extensive training, the WDTs began enrolling clients in August of 2009. Over 900 youth and families throughout King County will ultimately benefit from Wraparound once the teams are funded at full capacity. As of the end of 2009, almost 63 families had transitioned to MIDD Wraparound from the Interagency Staffing Team, and 57 new families were participating in Wraparound.



Specialized Service <sup>3</sup>	Unduplicated people year to date <sup>1</sup>						Average people per month <sup>2</sup>					
	2007 Q4 (n=35,349)		2008 Q4 (n=35,705)		2009 Q4 (n=40,033)		2007 Q4 (n=22,140)		2008 Q4 (n=22,606)		2009 Q4 (n=25,609)	
<b><u>Facility-based treatment</u></b>												
Long-Term Rehabilitation	261	0.7%	271	0.8%	258	0.6%	210	0.9%	196	0.9%	167	0.7%
Supervised Living <sup>4</sup>	334	0.9%	251	0.7%	217	0.5%	260	1.2%	185	0.8%	159	0.6%
Benson Heights Rehabilitation Center Enhancement	0	0.0%	35	0.1%	42	0.1%	0	0.0%	6	0.0%	34	0.1%
<b><u>Intensive Community Support Programs</u></b>												
Children/Youth (IST, Project Team, Wraparound) <sup>5</sup>	266	0.8%	259	0.7%	214	0.5%	160	0.7%	154	0.7%	131	0.5%
Adult (ECS, ISH, SSH) <sup>6</sup>	175	0.5%	209	0.6%	269	0.7%	139	0.6%	149	0.7%	189	0.7%
<b>Older Adult Geriatric Assessment</b>	142	0.4%	143	0.4%	354	0.9%	13	0.1%	13	0.1%	32	0.1%
<b><u>Outreach/Engagement + Intensive Community Support + Housing</u></b>												
(CJI-COD, FACT, FISH, HOST CM, MIO-CTP, ORCS, PACT) <sup>7</sup>	1,156	3.3%	1,375	3.9%	1,552	3.9%	610	2.8%	758	3.4%	899	3.5%

<sup>1</sup> Unduplicated people year to date = people with an open benefit or program authorization during the report period - each person is counted only once even if there was more than one benefit/authorization.

<sup>2</sup> Average people per month = the sum of unduplicated people from each month in the report divided by the number of months

<sup>3</sup> A few programs are not included because electronic data are not submitted (Housing First, housing vouchers), funding is not through MHCADSD (Multi-systemic Therapy, Functional Family therapy), or services are limited to outreach and/or referral (Mental Health Court, Homeless Outreach, Stabilization and Transition - Outreach).

<sup>4</sup> Individuals in supervised living are also counted in the Outpatient Benefit analysis on page 3

<sup>5</sup> Project Team was discontinued December 31, 2008; Wraparound services replaced IST (Interagency Staffing Team) during the second half of 2009

<sup>6</sup> Expanding Community Support (ECS), Intensive Supportive Housing (ISH), Standard Supportive Housing (SSH)

<sup>7</sup> Criminal Justice-Co-occurring Disorders (CJI-COD), Forensic Assertive Community Treatment (FACT), Forensic Intensive Supported Housing (FISH), Homeless Outreach, Stabilization and Transition - Case Management (HOST CM), Mentally Ill Offender-Community Transition Program (MIO-CTP), Offender Re-entry Community Safety Program (ORCS), Program for Assertive Community Treatment (PACT)

# King County Regional Support Network

## 2009 Mental Health Plan Fourth Quarter Report Card

### Crisis and Hospital Services

	Events year to date			Monthly Average		
	2007 Q4	2008 Q4	2009 Q4	2007 Q4	2008 Q4	2009 Q4
<b>Crisis and Commitment Services (CCS)</b>						
Total Client Referrals	7,779	7,817	7,676	648	651	640
Face-to-face Evaluations	5,099	5,302	5,168	425	442	431
Involuntary Detention for 72 hours:						
Adult	1,901	1,927	2,029	158	161	169
Juvenile	82	103	80	7	9	7
Total	1,983	2,030	2,109	165	169	176
Revocations	318	318	258	27	27	22
<b>Crisis Stabilization Services (CCORS, Diversion, Respite, PES, Adult Crisis Stabilization)<sup>1,2</sup></b>						
Children	498	761	930	86	128	166
Adults	6,291	6,233	6,879	626	630	693
Older Adults	206	252	358	20	24	34
<b>Community Inpatient Care<sup>3</sup></b>						
Voluntary						
Children - admissions	194	211	162	16	18	14
Adult - admissions	1,353	1,325	1,377	113	110	115
Involuntary						
Children - admissions	85	89	71	7	7	6
Adult - admissions	1,845	1,744	1,756	154	145	146
<b>Western State Hospital<sup>3,4</sup></b>						
WSH Admissions						
Civil commitments	124	88	161	10	7	13
Forensic conversions	114	112	109	10	9	9
Total	238	200	270	20	17	23
Over (Under) Target (days in-residence census)	1,176	2,801	1,944	98	233	162

CCS referrals and evaluations through the end of 2009 show only slight (2-3%) variation compared with 2007 and 2008. The number of involuntary detentions in 2009 was also similar to figures in 2008 and 2007.

Crisis stabilization services have reached steadily more children in the last two years, nearly doubling the number since 2007. More adults (10%) and older adults (42%) have also been served since 2008 due to increased funding for services.

Community voluntary and involuntary hospitalizations decreased for children compared with 2008 and 2007, while adult figures remained steady.

Western State Hospital (WSH) admissions have risen by 13% compared with 2007 and by 35% compared with 2008. Contributing factors include increased WSH bed availability due to a lower overall census and an increase in the King County bed allocation. However, aggressive diversion and discharge planning activities by the county and contracted liaisons has meant that average monthly discharges have consistently exceeded admissions beginning in Q3 2009.

<sup>1</sup> Crisis services are underrepresented because crisis services cannot be separately reported for individuals with outpatient benefits

<sup>2</sup> Children's Crisis Outreach Response System (CCORS), Psychiatric Emergency Service at Harborview (PES)

<sup>3</sup> Community inpatient stays are typically 3-14 days while state hospital stays are considerably longer

<sup>4</sup> The state-funded Children's Long-term Inpatient Program (CLIP) admits 30-40 King County children/yr not represented in the figures above

# King County Regional Support Network

## 2009 Mental Health Plan Fourth Quarter Report Card

### Client Outcomes - Global Indicators

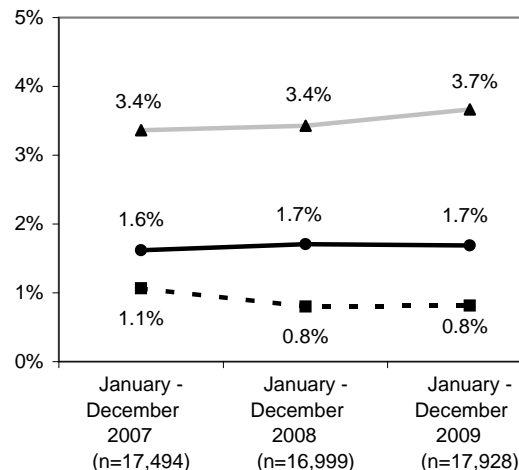
#### Q1: Are we able to reduce the number of homeless clients?

Through the fourth quarter of 2009, 17,928 clients completed a 12-month outpatient benefit. (4,142 did not complete a benefit.)

1.7% of clients completing a benefit found housing, compared to 1.7% in 2008 and 1.6% in 2007 (see graph).

Of the 960 who were homeless at the start of their benefit, 31.6% found housing by the end of the benefit, compared to 33.2% in 2008 and 32.5% in 2007.

In 2009, 2.1 homeless clients found housing for each client who lost housing, compared to 2.1 in 2008 and 1.5 in 2007.



—●— Found Home    -■- Became Homeless    —▲— Stayed Homeless

	January - June		
	2007	2008	2009
Found Home	283	290	303
Stayed Homeless	588	583	657
Became Homeless	186	136	146
Never Homeless	16,437	15,990	16,822
<b>Total</b>	<b>17,494</b>	<b>16,999</b>	<b>17,928</b>

Homeless at Start	871	873	960
Homeless at End	774	719	803

Did not complete benefit	3,522	4,303	4,142
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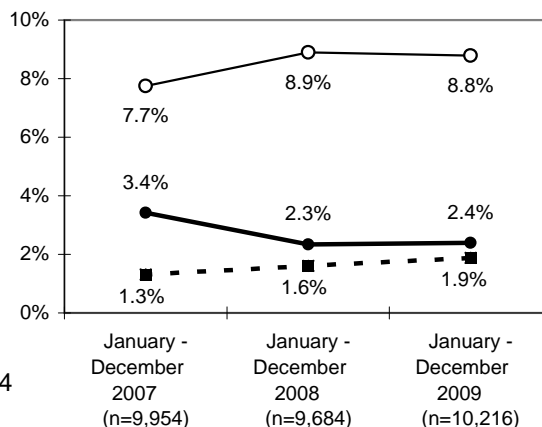
#### Q2: Are we able to help adults maintain or acquire employment?

Through the fourth quarter of 2009, 10,216 adults under 61 completed a 12-month outpatient benefit. (2,299 did not complete a benefit.)

2.4% of those completing benefits gained employment, compared to 2.3% in 2008 and 3.4% in 2007 (see graph).

Of the 9,126 who were unemployed at the start of their benefit, 2.7% found employment by the end of the benefit, compared to 2.6% in 2008 and 3.8% in 2007.

In 2009, 1.3 unemployed clients found employment for each client who lost employment, compared to 1.4 in 2008 and 2.6 in 2007.



—●— Gained Employment    -■- Lost Employment    —○— Stayed Employed

	January - June		
	2007	2008	2009
Gained Employment	340	226	245
Stayed Unemployed	8,712	8,440	8,881
Lost Employment	131	156	192
Stayed Employed	771	862	898
<b>Total</b>	<b>9,954</b>	<b>9,684</b>	<b>10,216</b>

Unemployed at Start	9,052	8,666	9,126
Unemployed at End	8,843	8,596	9,073

Did not complete benefit	1,935	2,446	2,299
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# King County Regional Support Network

## 2009 Mental Health Plan Fourth Quarter Report Card

### Client Outcomes - Global Indicators

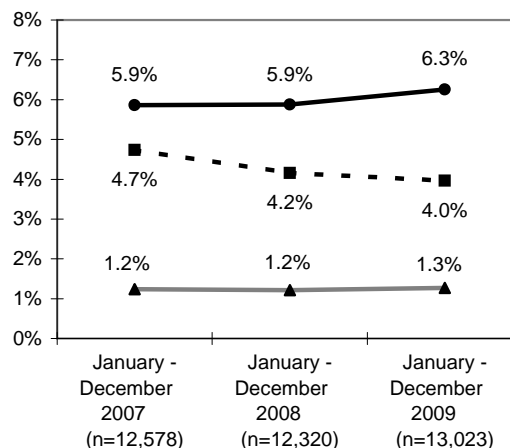
#### Q3A: Are we decreasing the number of times adults and older adults are incarcerated?

Through the fourth quarter of 2009, 13,023 adults completed a 12-month outpatient benefit. (3,010 did not complete a benefit.)

6.3% of those completing benefits decreased incarcerations, compared to 5.9% in 2008 and 5.9% in 2007 (see graph).

Of the 1,120 clients incarcerated before the benefit, 72.8% had fewer incarcerations during the benefit year than in the year before the benefit started, compared to 71.3% in 2008 and 70.1% in 2007.

In 2009, 1.6 clients reduced incarcerations for each client who increased incarcerations or was incarcerated only during the benefit, compared to 1.4 in 2008 and 1.2 in 2007.



—●— Decreased    -■- Increased + Incarcerated Only During    —▲— Same

	January - June		
	2007	2008	2009
Never Incarcerated	11,089	10,934	11,527
Decreased	737	724	815
Same	156	150	165
Increased	159	142	140
Incarcerated only during benefit	437	370	376
<b>Total</b>	<b>12,578</b>	<b>12,320</b>	<b>13,023</b>

Did not complete benefit	2,520	3,139	3,010
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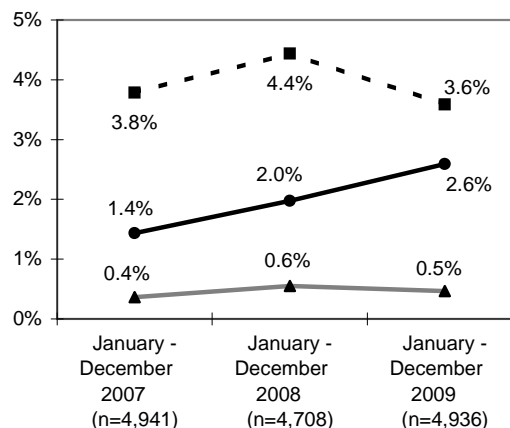
#### Q3B: Are we decreasing the number of times juvenile clients are incarcerated?

Through the fourth quarter of 2009, 4,936 juveniles completed a 12-month outpatient benefit. (1,132 did not complete a benefit.)

2.6% of those completing benefits decreased incarcerations, compared to 2.0% in 2008 and 1.4% in 2007 (see graph).

Of the 190 clients incarcerated before the benefit, 67.4% had fewer incarcerations during the benefit year than in the year before the benefit started, compared to 52.0% in 2008 and 65.7% in 2007.

In 2009, 0.7 clients reduced incarcerations for each client who increased incarcerations or was incarcerated only during the benefit, compared to 0.4 in 2008 and 0.4 in 2007.



—●— Decreased    -■- Increased + Incarcerated Only During    —▲— Same

	January - June		
	2007	2008	2009
Never Incarcerated	4,665	4,380	4,608
Decreased	71	93	128
Same	18	26	23
Increased	19	60	39
Incarcerated only during benefit	168	149	138
<b>Total</b>	<b>4,941</b>	<b>4,708</b>	<b>4,936</b>

Did not complete benefit	1,002	1,164	1,132
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**King County Regional Support Network**  
**2009 Mental Health Plan Fourth Quarter Report Card**  
***Financial Data***

<b>Revenues</b>			
	<u>2007 Actual</u>	<u>2008 Actual</u>	<u>2009 Actual</u>
Medicaid	77,154,629	82,830,687	96,584,894
Non-Medicaid	36,014,508	42,072,510	40,971,276
King County	7,563,046	8,117,111	8,955,977
Other Local (e.g., City of Seattle)	1,796,320	4,590,693	4,207,915
Federal Block Grant	2,112,352	2,047,018	1,875,486
Other Federal	242,276	272,276	242,276
<b>TOTAL REVENUES</b>	<b>124,883,130</b>	<b>139,930,295</b>	<b>152,837,825</b>
<b>Expenditures</b>			
	<u>2007 Actual</u>	<u>2008 Actual</u>	<u>2009 Actual</u>
Outpatient Benefits			
Children	19,064,935	20,750,992	23,096,920
Adult/Older Adult	40,134,726	42,570,111	47,747,343
Total Outpatient Benefits	59,199,660	63,321,103	70,844,263
Inpatient Services	16,772,901	15,848,780	21,071,066
Crisis & Commitment Services	7,013,568	7,621,015	8,299,887
Residential & Additional Outpatient Services	33,460,127	45,303,060	52,116,445
Administration	3,160,740	3,173,918	2,755,068
<b>TOTAL EXPENDITURES</b>	<b>119,606,996</b>	<b>135,267,875</b>	<b>155,086,727</b>
Contract-required reserves	<b>21,950,828</b>	<b>26,063,900</b>	<b>23,282,370</b>
<b>ENDING FUND BALANCE</b>	<b>1,196,070</b>	<b>2,943,206</b>	<b>2,876,415</b>

The spring 2010 State legislative session had virtually no negative funding impact on King County Mental Health. The results of the Medicaid actuarial study to take effect in mid-2010 are not anticipated to cut more than approximately 2% of mental health Medicaid funding. Mental health funding ended 2009 in healthy condition.

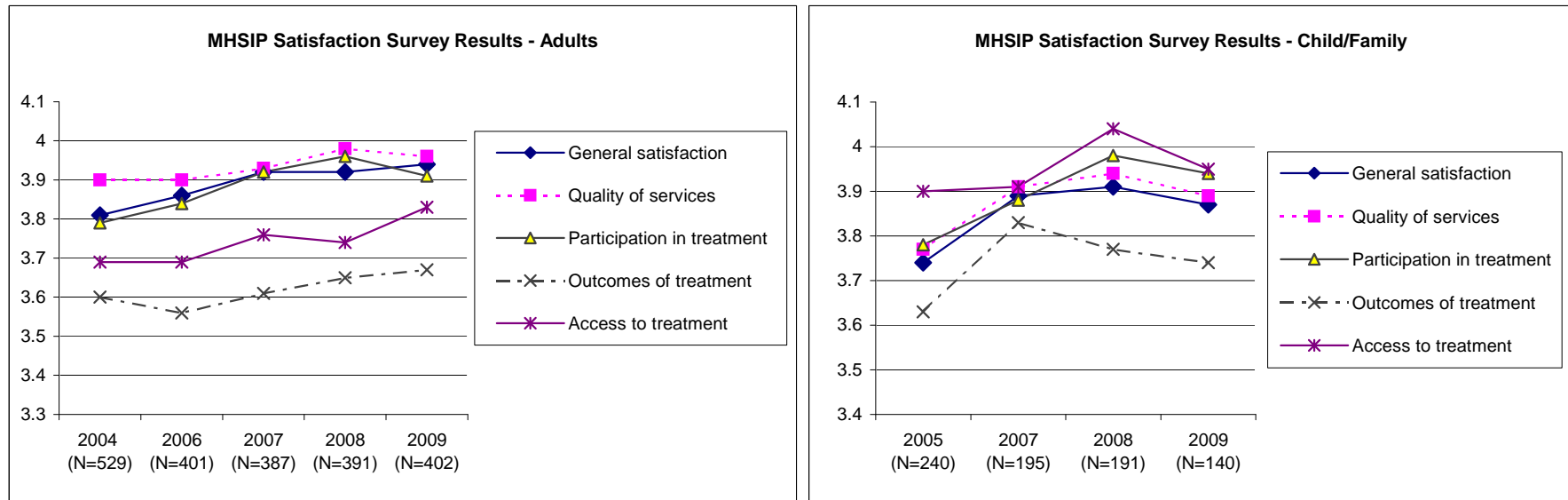
# King County Regional Support Network

## 2009 Mental Health Plan Fourth Quarter Report Card

### Client Satisfaction

Client satisfaction is evaluated on an annual statewide representative sample of individuals who have received at least one mental health service. The Washington Institute for Mental Health Research and Training (WIMHRT) conducts the satisfaction surveys using the nationally-normed Mental Health Statistics Improvement Project (MHSIP) Satisfaction Survey. Adults and parents of child clients were surveyed in alternating years prior to 2007 but since then both groups have been surveyed each year.

Survey results over the prior four survey periods are shown below. Note that the scale is 1 to 5 where higher numbers are better.



Overall, King County RSN's satisfaction ratings had improved slightly for adults over all four years and improved for children/families from 2005-7 but declined slightly in 2009 (though the sample size for children/families decreased substantially in 2009 as well, which could indicate a change in the degree of representativeness of the sample). King County RSN's ratings are at or slightly above overall state averages. As in past years, the most frequent response to open-ended questions about the things "liked most" about services was professional staff. The most frequent response to things "liked least" related to access issues.